

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of

Examiner: Nguyen

Huey

Group Art Unit: 2614

Serial No.: 10/813,974

Filed: March 31, 2004

For: TECHNIQUE FOR ROUTING A CALL TO A CALL CENTER BASED
ON THE GEOGRAPHIC ORIGIN OF THE CALL

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AMENDMENT

SUBMITTED VIA EFS-WEB

Mail Stop Amendment

Commissioner for Patents

PO Box 1450

Alexandria, VA 22313-1450

SIR:

In connection with the above-referenced application, please enter the following amendments and remarks in response to the final Office Action dated March 18, 2010.

Amendments to the Claims are reflected in the listing of Claims which begins on page 2 of this paper.

Remarks begin on page 12 of this paper.